



**Dean A. Lerner, Director**

### **Department to Begin Issuing Electronic Documents to Health Care Providers**

DES MOINES, IA (December 5, 2007) – Beginning December 31, 2007, all statements of deficiencies, regulatory insufficiencies, cover letters and other documents associated with an onsite visit to a licensed or certified health care provider will be transmitted via e-mail from the Department of Inspections and Appeals (DIA). The decision to transmit documents in an electronic format was based, in part, on positive comments received from health care providers who agree that the use of technology will positively impact customer service and assure a more timely exchange of information.

Statements of deficiencies and regulatory insufficiencies will be transmitted in a read-only PDF format. Plans of correction will need to be completed using Microsoft Word or some other similar word processing program, which then can be returned electronically to the Department. DIA will, however, continue to send “hard copies” of the documents to providers during an interim transition period. Health care providers may download a free copy of the Adobe Reader, which is required to read PDF documents, from the company’s Internet web site (<http://www.adobe.com/products/acrobat/readstep2.html>).

During each onsite visit, staff from the Department’s Health Facilities Division will request the e-mail address to which inspection-related documents should be sent. Providers are reminded that the e-mail address should be one that is checked daily to ensure that documents are received, opened, and responded to in a timely manner. A form upon which to provide the requested e-mail address and other contact information may be downloaded from the Department’s Hot Notices web page at [www.dia.iowa.gov/page20.html](http://www.dia.iowa.gov/page20.html). Providers with questions about the electronic transmission of inspection-related documents should contact their program coordinator or certification coordinator for clarification.

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*Electronic Documents 12.5.07*

This release and other news items from the Iowa Department of Inspections and Appeals (DIA) may be found on the Department’s “Hot Notices” web page at <http://dia.iowa.gov/page20.html>.